

European Commission

#### **Special Eurobarometer 554**

### Artificial Intelligence and the future of work

Fieldwork EU: 25 April - 22 May 2024 TOTAL EU: 26 415 INTERVIEWS

EACE TO FAC

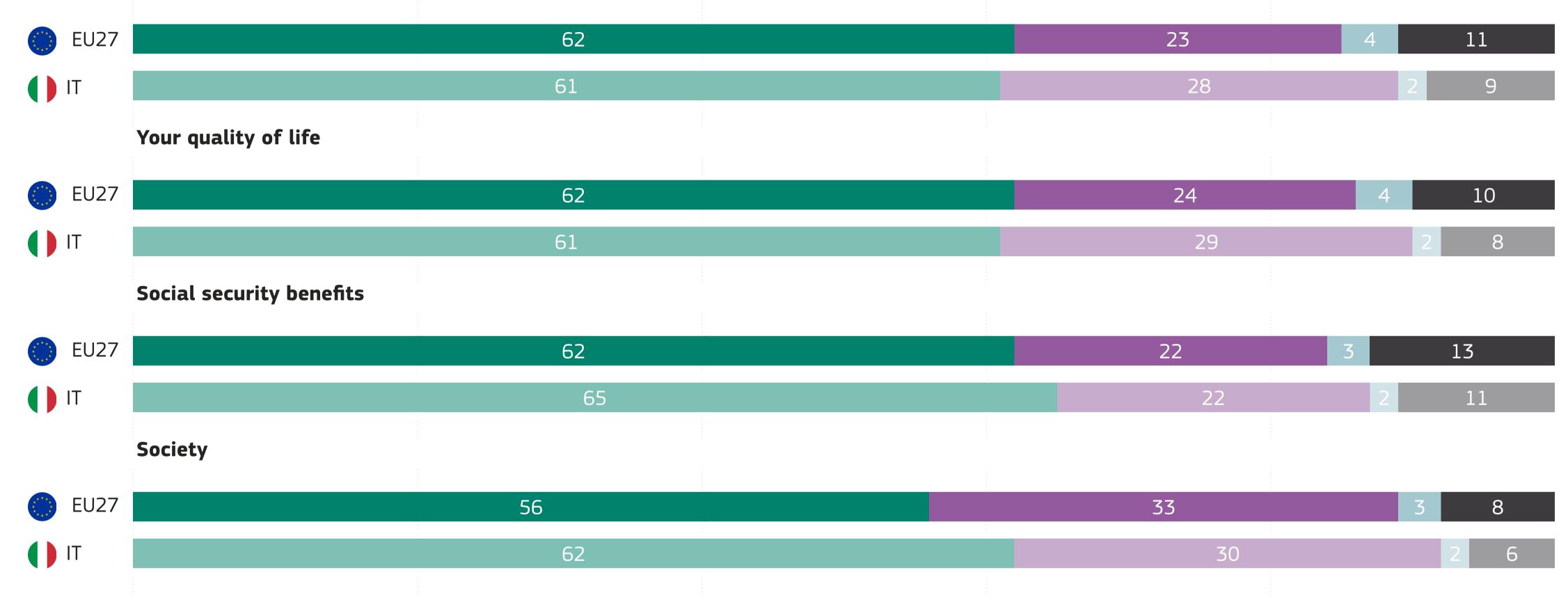
Fieldwork ITALY: 29 April - 10 May 2024 TOTAL ITALY: 1 037 INTERVIEWS

Italy

# **1. PERCEPTIONS OF THE IMPACT OF DIGITAL TECHNOLOGIES**

QB1. In your view, what impact do the most recent digital technologies, including Artificial Intelligence, currently have on (%)

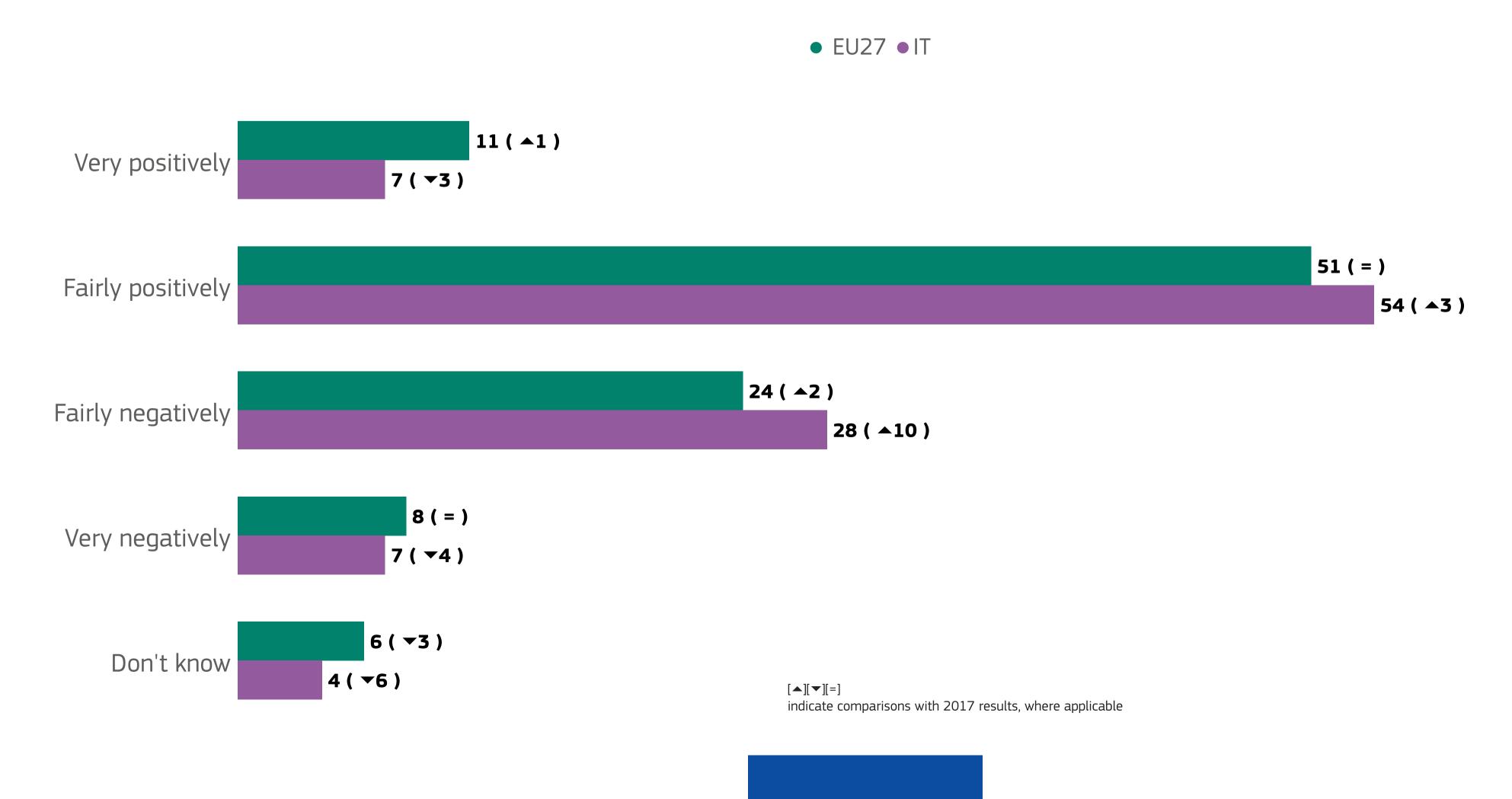




• Total 'Positive' • Total 'Negative' • It depends (SPONTANEOUS) • Total 'Don't know'

### 2.1 ATTITUDES TOWARDS DIGITAL TECHNOLOGIES IN THE WORKPLACE

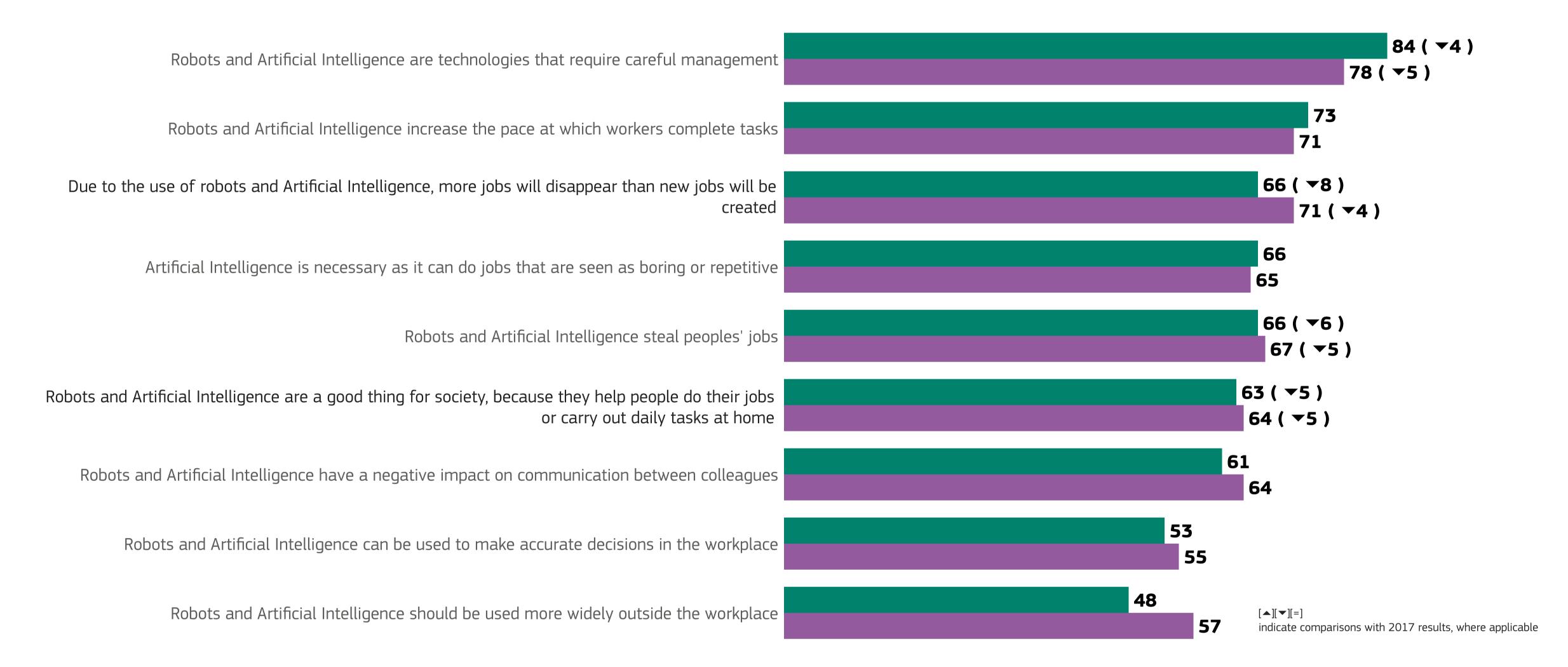
QB5. How positively or negatively do you perceive the use of robots and Artificial Intelligence in the workplace? (%)



# **2.2 ATTITUDES TOWARDS DIGITAL TECHNOLOGIES IN THE WORKPLACE**

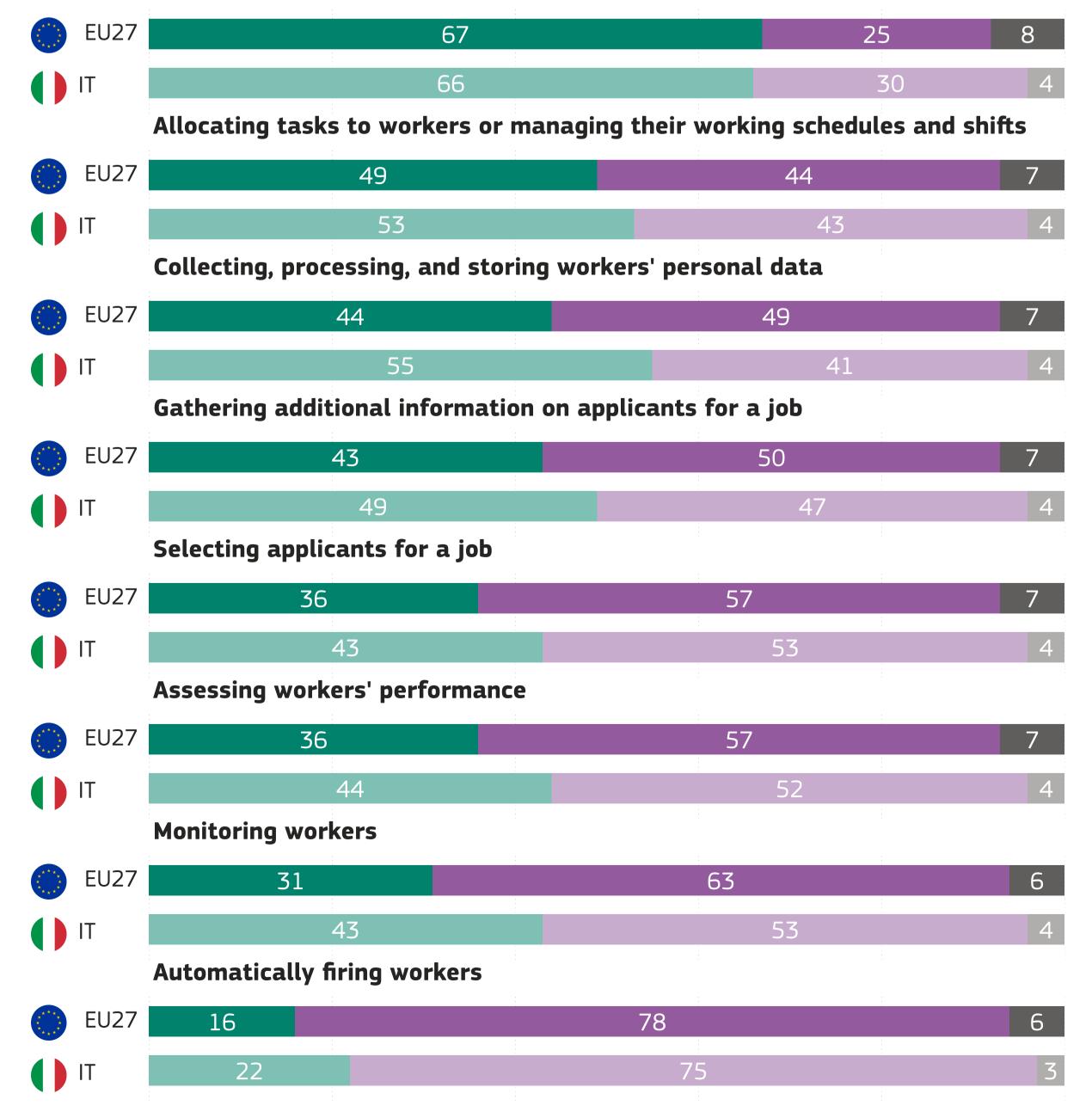
#### QB6. Please tell me to what extent you agree or disagree with each of the following statements. - Total 'Agree'. (%)

• EU27 • IT



QB8. In general, how positively or negatively do you perceive the use of digital technologies, including Artificial Intelligence, in the workplace for each of the following activities (%)

Improving workers' safety and security



# 3. PROFICIENCY WITH DIGITAL TECHNOLOGIES

QB2. To what extent do you agree or disagree with the following statements regarding your skills in the use of the most recent digital technologies, including Artificial Intelligence? Think about, for example, using smart appliances at home that you can control remotely for heating, cooking, or cleaning; using apps on your smartphone to handle your daily schedule; or using websites to manage your tasks at work. You consider yourself

Total 'Positively'
Total 'Negatively'
Don't know

#### to be sufficiently skilled in the use of digital technologies... (%)

\*Respondents who answered "not applicable" are not included in this result to allow for a comparison with the previous survey

... to do your job

· · · · · · · · · · · · · · · · · · ·	EU27	75	24			
	IT	67	33			
	to do a future job if you were to find a job or to change jobs within the next twelve months					
****	EU27	72	25 3			
	IT	72	27			
		to be able to benefit from digital and online opportunities	learning			
****	EU27	71	27 2			
	IT	66	33			
		in your daily life				
	EU27	70	29			
	IT	64	35			

• Total 'Agree' • Total 'Disagree' • Don't know

# **4. EXPERIENCE OF DIGITAL TECHNOLOGIES IN THE WORKPLACE**

62

58

QB4. Overall, how aware are you of the use that your employer makes of digital technologies, including artificial intelligence, to manage your or your co-workers' activities? Examples include setting working schedules, monitoring your activities, or evaluating performance. (%) QB3. To what extent do you agree or disagree that your employer provides you with the necessary tools or training to work effectively with the most recent digital technologies, including Artificial Intelligence? (%)

• EU27 • IT

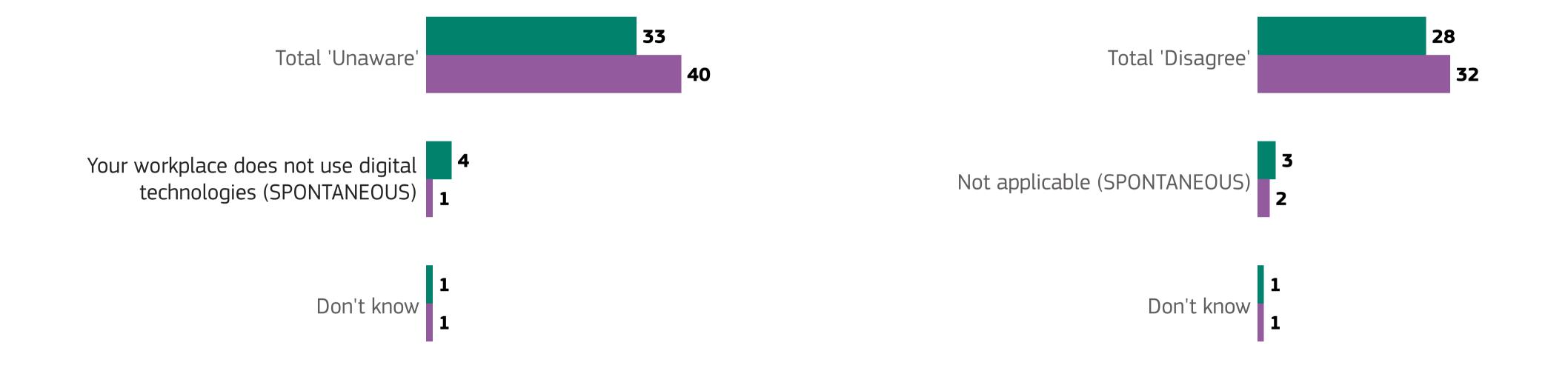
● EU27 ●IT

Total 'Aware'

Total 'Agree'

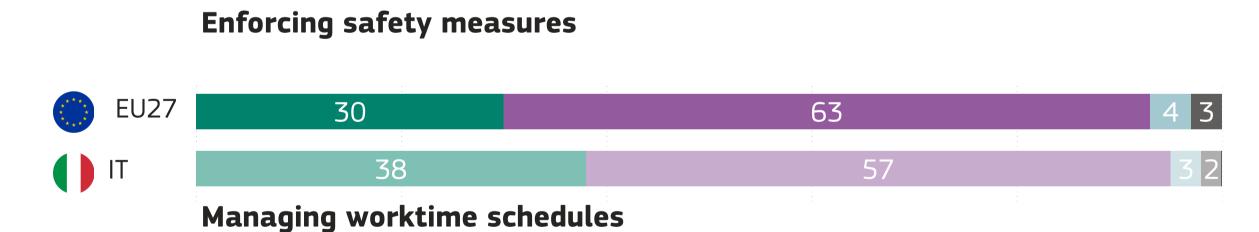
65

68



QB7. Have the following activities ever been performed by digital technologies, including Artificial Intelligence, in your current or previous workplaces? For each activity, please refer to your most recent workplace experience. (%)

# 5. RULES AROUND DIGITAL TECHNOLOGIES IN THE WORKPLACE

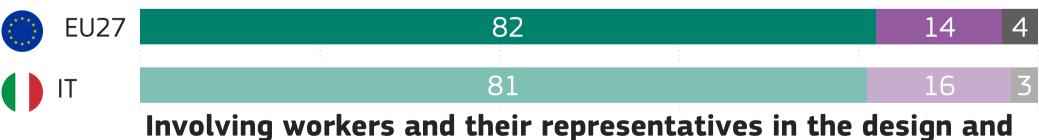


QB11. How important, if at all, do you think the following rules would be in addressing risks and maximizing the benefits of digital technologies, including Artificial Intelligence, in the workplace? (%)

Protecting workers' privacy



• Total 'Yes' • Total 'No' • Not applicable (SPONTANEOUS) • Don't know



adoption of new technologies

EU27		77		17	6
IT		81		15	4
		1	• • •		•

Enforcing more transparency in the use of digital technologies to handle HR decision-making

EU27	75	18	7		
	79	16	5		
Prohibiting fully automated decision-making processes					

EU27	74	19	7		
IT	75	20	5		
	Limiting the automated monitoring of employees				

EU27	72	22	6
🚺 ІТ	72	23	5

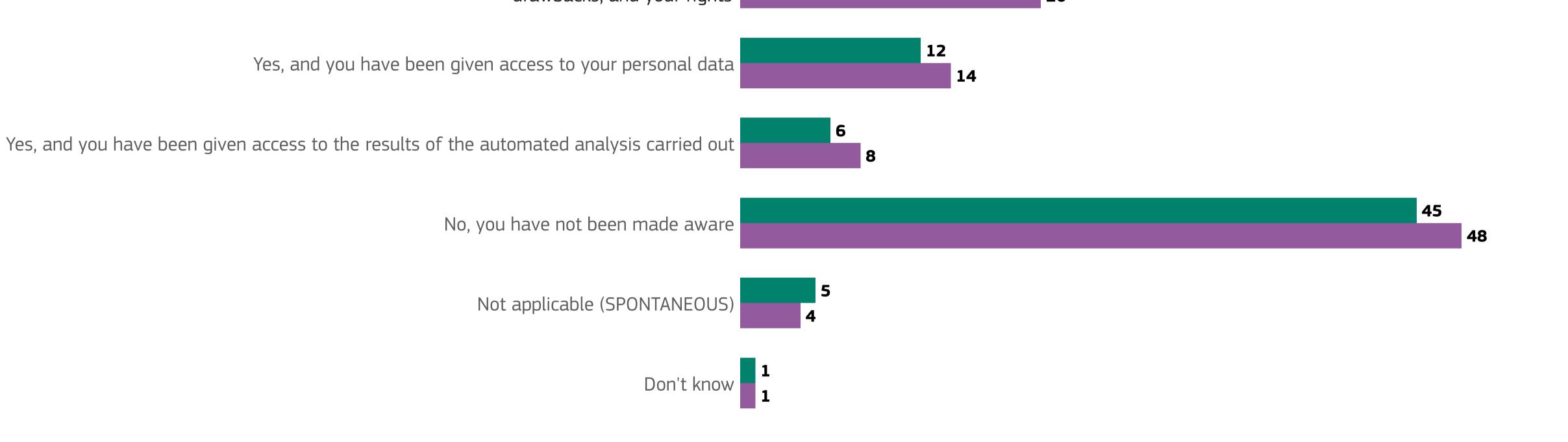
• Total 'Important' • Total 'Not important' • Don't know

# 6. COMMUNICATION AROUND THE USE OF DIGITAL TECHNOLOGIES IN THE WORKPLACE

• EU27 • IT

QB9. Did your employer inform you about the use of digital technologies, including Artificial Intelligence, to manage activities in your workplace? (%)

Yes, you have been made aware of the use of these technologies, but without further details 10 Yes, and you have received a detailed explanation, including information about the benefits, drawbacks, and your rights 20



QB10. Have you ensured that your employees or the people you manage have been informed about the use of digital technologies, including Artificial Intelligence, to manage activities in your workplace? (%)

